2.1 User IDs and Passwords

To access the secure MTCS application, you need to obtain a user ID and password. To obtain a password:

1. **PHA employees** should contact the MTCS Hotline to obtain a user ID and password:

    1-800-FON-MTCS

    A PHA can request multiple MTCS IDs. With the addition of a three-digit extension to the primary ID number, the PHA can use sub-IDs to have multiple users process Form HUD-50058 data at the same time. If PHAs have any questions on how to use sub-IDs, they should contact the MTCS Hotline.

2. **HUD personnel** should contact their local MTCS Administrator. If you do not know your MTCS Administrator, contact Tom Williams at Thomas_J._Williams@hud.gov. If you currently have an MTCS user ID, continue to use that ID. Note that HUD Unisys mainframe ID and password will not work to access MTCS via the Internet.

    HUD personnel need a Unisys mainframe ID and password for *Individual Access*. To obtain these, contact your local ADP officer.

* You are not required to have a user ID and password to access the MTCS web site

2.2 Access Privileges

Your password determines your level of access to MTCS reports. Access privileges protect the privacy of families who participate in rental subsidy programs. The table below (Figure 2.1) defines the access privileges of HUD Headquarters, Field Offices, and PHAs.

Figure 2.1 MTCS Report Access Privileges

	Summary Reports (All)	Summary Reports (Section 8)	Detailed Reports
Headquarters	Yes	Yes	Yes
Field Offices	Yes	Yes	FO Only
Public Housing Agencies (PHAs)	Yes*	Yes*	PHA Only

*Key Management Indicators, Over/Under-Housed, Citizenship, and Income Summary reports are only available at the PHA level and project level where applicable.

2.3 Security and Privacy

Access privileges protect sensitive family information. Family data in MTCS is subject to the requirements of the Privacy Act of 1992. Therefore, unauthorized access, use, or disclosure of sensitive demographic information poses a security risk.

To adhere with privacy guidelines, you should never:

1. Leave your desk when logged into the MTCS system
2. Leave Form HUD-50058 data or reports in plain sight
3. Allow others to login with your ID and password

* To maintain tenant privacy, MTCS suppresses data on the MTCS reports if the section criteria yields less than ten families. You will see "**" to indicate insufficient data on the report lines.

2.4 Access MTCS Web Site

The MTCS web site provides one-stop shopping for the MTCS user community through information, documentation, and on-line question and answer forums. Through the MTCS web site, users can access the MTCS application.

To find the MTCS web site, go to:

http://www.hud.gov/pih/systems/mtcs/pihmtcs.html

To access MTCS, use your mouse to click on the words **'Access MTCS'**

The *MTCS Login Menu* appears on your screen.

2.5 MTCS Login Menu

At the *Login Menu,*

- Use your mouse to place your cursor in the 'User ID' field

- Type in your user ID

- Press the [Tab] key to move your cursor to the 'Password' field

- Type in your password

- Use your mouse to click the word **'Login'**

OR

- Press the [Tab] key until the word **'Login'** is highlighted

- Press the [Enter] key

The *MTCS Main Menu* appears on your screen.

2.6 Change your password

From the *Login Menu,*

- Use your mouse to place your cursor in the 'User ID' field

- Type in your user ID

- Press the [Tab] key to move your cursor to the 'Password' field

Type in your password

- Use your mouse to click the words **'Change Password'**

OR

- Press the [Tab] key until the words **'Change Password'** are highlighted

- Press the [Enter] key

The *Change MTCS Password Menu* appears on your screen.

- Use your mouse to place your cursor in the **'Enter New Password'** field

- Type in your new password

Passwords are six to eight alpha or numeric characters in length and are not case sensitive

- Press the [Tab] key to move your cursor to the **'Re-enter New Password'** field

- Type in your new password again

- Use your mouse to click the **'Change'** button

A confirmation message appears on your screen.

- Use your mouse to click the words **'Main Menu'**

The *Main Menu* appears on your screen.

✳ MTCS will prompt you to change your password the first time you login to the application.

✳ MTCS notifies you every 365 days (annually) when your password expires

2.7 MTCS Main Menu

The *MTCS Main Menu* has several options:

- MTCS reports
- Historical Reports
- Delinquency report
- Section 8 Deconcentration Analysis
- Ad Hoc Selection
- Ad Hoc Individual Access
- Transmission Information
- Send File
- Next Day Download Data

Use your mouse to select the option that meets your needs.

* For instructions on 'Send File,' please see the Data Transmission Guide at:

http://www.hud.gov/pih/systems/mtcs/document.html